FAQ (Frequently Asked Questions)

For Members in *Sharefax-Online*, How do I:

Change my login from my Membership Number, to a login name

- Upper Right
- Settings
- + Profile
- Select User ID
- Change User ID
- Save

Rename a Share Account (renaming will allow a resort within groups, however by default all Share Accts are grouped by Checking Accts, Savings Accts, Certs, then Loans)

- Upper Right
- Settings
- + Accounts
- Select Share Account
- Add/Modify Nickname
- Save

I don't want to see a Share Account in my tiles/list in Home Banking

- Upper Right
- Settings
- + Accounts
- Select Share Account
- Select Checkbox for Hide Account

Add eAlerts

- Upper Right
- Settings
- + Security and Alerts
- Alerts

Get a list of eAlert activity, which shows what I'm signed up for

- Upper Right
- Activity
- Change the Type dropdown to Alerts
- And select Filter

Transfer Money

- If looking at the tiles, select the FROM account/Share tile and drag that tile to the TO account Share tile

or

- Click Transfer at the top of the screen and fill in the From/To/Amount/Date

Transfer Money to or from outside the credit union

- Click Transfer at the top of the screen
- Click External Account Transfer
- Click Manage Accounts to add an External Account
- Click Add an Account & follow the instructions
- External Transfers can take several days to process

Add eStatements

- Select one of the tiles or accounts
- Within Account Details page, select Online Statements
- Follow enrollment procedures

Remove eStatements

- Select one of the tiles or accounts
- Within Account Details page, select Online Statements
- From the eStatement site, choose the Helpful Links tab
- Select the Opt Out option & confirm

Updated: July 13, 2017